

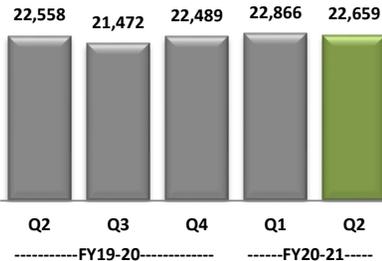
FY 2020-21

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served



22,659 Clients Served in Q2 (-0.9%)\*

534 Veterans Served in Q2

\*% Change from previous quarter.

Access



\*Routine appointments.  
 †Access times prioritized by number of inquiries.  
 Note: Access Time calculation methodology was modified in Q4 FY 18-19.

Utilization by Program Type\*

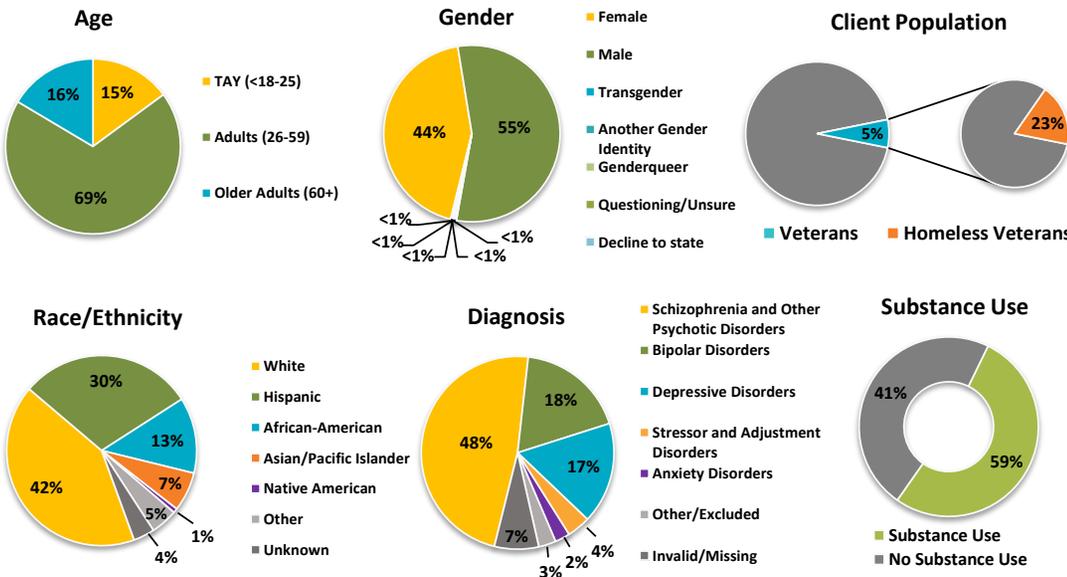
Mental Health Services	N	%	Δ
Outpatient Services	15,880	71%	1%
Forensic Services	3,669	16%	<-1%
Emergency Services	4,993	22%	<-1%
24 hour Services	511	2%	<1%
Inpatient Services	1,644	7%	<-1%

Inpatient Discharges (≥18 years, N=1,988)	N	%	Δ
Without Readmission	1,525	77%	2%
30 Day Readmission	463	23%	-2%
7 Day Connection to Services	557	28%	-3%
30 Day Connection to Services	835	42%	-4%

Δ = Change in percentage points from previous quarter.  
 Note: Changes in percentage points may reflect differences due to rounding.  
 \*Clients may have been seen in more than one program in the quarter.

Demographics



Quality of Life

Quality of Life Indicators*	Δ
11% of Clients Are Employed	<1%
88% of Clients Have Medi-Cal Coverage	-1%
86% of Clients Are Housed	<-1%
74% of Clients Have a Primary Care Physician	<1%
53% Reported Improvement in their Personal Recovery (Client Self-Report)	7%
52% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	4%

Δ = Change in percentage points from previous quarter.  
 \*Percentages are based on unique clients served.